

Temporary Registration Permit User Manual





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I. Introduction

In 2004, the Department of Justice, Montana Motor Vehicle Division (MVD) launched a project for a web-based temporary registration permit (TRP) process to replace the current paper-based process. In 2005, the MVD piloted the process with five automobile dealers to evaluate the new TRP process's potential for statewide implementation. Testing was very successful with the MVD quickly moving forward with plans for statewide implementation.

In the future, there will be one version of the TRP format and it will be available online, from selling vehicle dealers, MVD Title and Registration Bureau, county treasurer offices, financial institutions and over the internet for private sales.

The physical design of the new TRP is distinctive for a number of reasons:

- ▶ The TRP number has an eight-character alphanumeric format;
- ▶ The characters are large for improved readability;
- ▶ The expiration date is clearly printed on the permit;
- ▶ The TRP is printed on a standard 8 ½ x 11 sheet of paper.

Even more noticeable is the location of the new TRP. Vehicle owners no longer place the new permits in the vehicle's back window. Instead, the permit goes into a plastic sleeve and is attached where the vehicle's rear license plate would normally be displayed.

In addition to the physical features of the new TRP, law enforcement officers nationwide have the ability to identify vehicle and purchaser information using the unique TRP number, as it is searchable through the NLETS (National Law Enforcement Teletype System) in all 50 states just as if it were a regular license plate.

Montana modeled the new TRP program after a similar program in Arizona. Montana's TRP project was developed by the MVD in cooperation with Montana Interactive, Limited Liability Corporation (LLC), a division of NIC, the world's largest provider of egovernment services.



II. General TRP Information

A. Requirements needed to use the Temporary Registration Permit (TRP) service.

1. Internet Connection

The TRP service is accessed through an Internet connection.

2. Browser

You will be able to use the services with newer versions of the following browsers: Microsoft Internet Explorer, Netscape Navigator, FireFox, and Mozilla. Browsers are a client software program used for searching and viewing various kinds of Internet resources such as information on the MVD web site.

3. Adobe Reader®

The actual TRPs are created in Adobe Portable Document File (PDF) format. In order to view and print the TRP PDF, you need to have the current version of Adobe Reader installed on your computer. Adobe Reader® is easy to download and install by following the instructions for your type of computer. Download Adobe Reader® free at: http://www.adobe.com/products/acrobat/readstep2.html

4. Printer

In order to print the TRP, you need to have a functioning printer connected to your computer or available on your local network. TRPs printed on laser printers look the best but most inkjet and dot matrix printers will work.

5. Training

Someone within your organization must have attended a face-toface training session or have completed the self-guided training available from the TRP website.

6. mt.gov Registered User



Once you have completed, signed and submitted the three required forms for becoming a registered user, MI will assign you a *User Name* and *Password*. This step must be completed before you can become an authorized user of the system.

7. Purchasing of Sleeves

The TRPs are to be placed into a plastic sleeve and attached where the vehicle's rear license plate would normally be displayed. It is important to have a supply of plastic sleeves on hand when using the TRP service. To purchase the sleeves refer to the section "Contacts" of the manual.

B. Accessing the TRP service

http://app.mt.gov/registered/

1. TRP service URL (Uniform Resource Locator)

https://app.mt.gov/trp/

Note the absence of a www – this is not a misprint!

- 2. Creating a Desktop Icon
 - a) For a quick reference to the TRP service, you can create a shortcut to the URL on your computer's desktop, you may do so by completing the following steps:
 - 1. Go to your desktop.
 - 2. Right click your mouse and select "New" from the menu.
 - 3. Then select "Shortcut" from the "New" drop down list.
 - 4. A Shortcut icon will appear on your desktop along with a screen to Create Shortcut. Enter the URL of the service you want to create a Shortcut for (in this case the TRP service shown above).
 - 5. Select "Next" after you have typed in the URL.
 - 6. The next screen will then ask if you want to name your Shortcut icon. Please type in a meaningful name for your icon.
 - 7. After you have typed in a name for your icon, select "Finish" to complete the process.
- 3. Add to your favorites
 - a) To add the TRP site to your list of "Favorites", you may do so by completing the following steps:
 - 1. Go to your toolbar.
 - 2. On your toolbar click on "Favorites".
 - 3. Select "Add to favorites" from the drop down list.



- 4. The next screen will then ask if you want to add this site to your favorites. Click "OK" to add it to your favorites.
- 5. Select "favorites" on your toolbar to make sure the site has been added to the list of favorites on your drop down menu.

C. Browser windows within the TRP service

1. TRP Window

This is the main window for the TRP service and is displayed when you first access the site. This is where you enter the vehicle and purchaser information to produce a TRP or view prior TRP activity.

2. Adobe Window

In the TRP service you will be able to view and print the TRP. Both of these functions will open in a new browser window for Adobe Reader®. In order to navigate between these windows, you can use your desktop toolbar usually found at the bottom of your screen or you can exit out of each window by clicking on the "X" in the top, right corner of the window when you have successfully received all your results or printed the TRP. Since the Adobe Reader® window takes a lot of time to load you may want to leave that window open after the first TRP has been created and printed. If you leave the window open when the next TRP is created, you can click on this window and the newly created TRP should be displayed replacing the prior one.

Note: In some cases, whenever a new TRP is created another Adobe Reader® window will appear. If you notice that multiple Adobe Windows are appearing then always close Adobe after you print a TRP.

3. Vehicle Search Window

In the TRP service you will be able to perform a Vehicle Search resulting in a new browser window. In order to navigate between this window and the TRP service, you can use your desktop toolbar usually found at the bottom of your screen to select a window to open or you can exit out of each window by clicking on the "X" in the upper right-hand corner.



4. Registered User Account Window

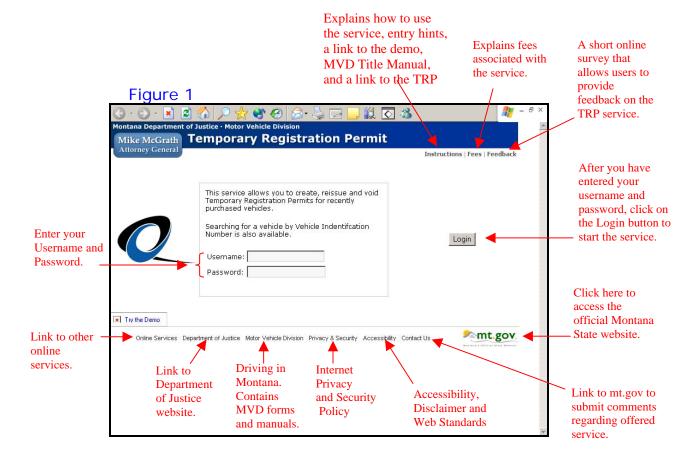
In the TRP service you will be able to view your Registered User Account resulting in a new browser window. Any registered user can change their password or view their billing summary. The only time a registered user of the TRP service will accumulate billing is if they use a pre-paid account instead of a credit card when paying for a TRP. The account may also show billing from the use of the driver license search transactions if your agency uses those other MI services.



III. Temporary Registration Permit (TRP) Service

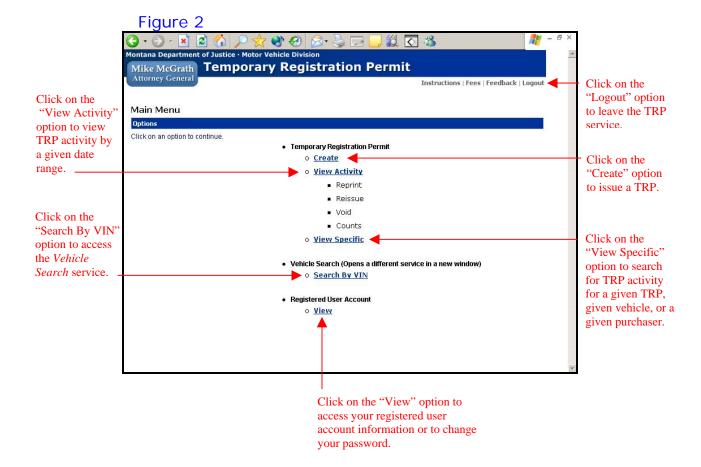
A. Functions

- 1. Starting the TRP service
 - a) Authorized users will be able to start the TRP service from the following screen by entering their username and password and then selecting the "Login" option as shown in Figure 1.





b) The next page to display is the *Main Menu* page as shown in Figure 2.





2. Features of the Main Menu are:

a) Create - Issue a TRP

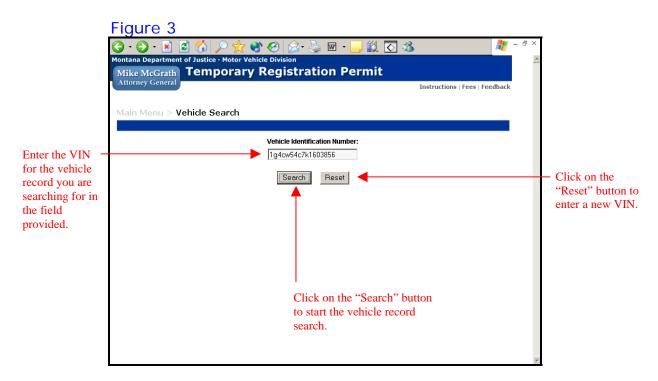
View Activity – View TRP activity by selecting a date range of data to display. TRP Activity includes all the statuses and functions that a TRP has gone through. This option allows you to void, reprint, or reissue a TRP.

- b) View Specific View specific TRP activity by entering a TRP Number, purchaser, or specific vehicle information (title or VIN). This option allows the user to narrow the search for a given TRP, vehicle, or purchaser. This option allows you to void, reprint, or reissue a TRP.
- c) Search By VIN Access the Montana Vehicle Search service. This service will provide information on vehicles that have been Titled or Registered in the state of Montana.
- d) *View* Change your password or view your billing summary.
- e) Logout Please remember to logout when you have completed using the service. This will prevent unauthorized users from performing transactions on the TRP service on a shared or unattended computer.

3. Access Vehicle Search Service

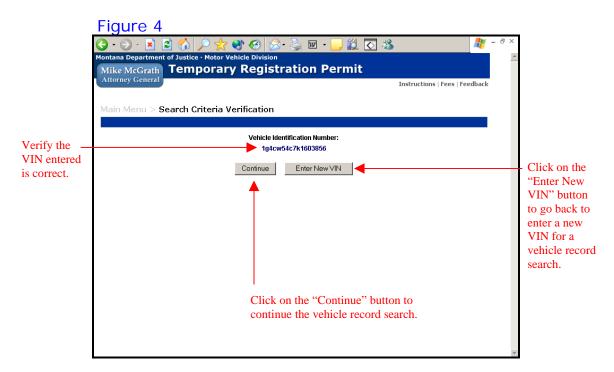
- a) On the Main Menu page, select the *Search by VIN* option as originally shown in Figure 2.
- b) A new browser window is opened with the Vehicle Search page as shown in Figure 3.





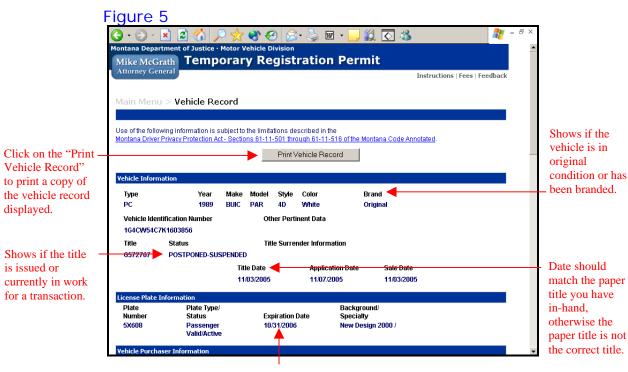
- c) Enter the VIN in the window provided and select "Search".
 - (1) You may select the "Reset" option to reset the service and enter a new VIN.
- d) The next page to display is the *Search Criteria Verification* page as shown in Figure 4.





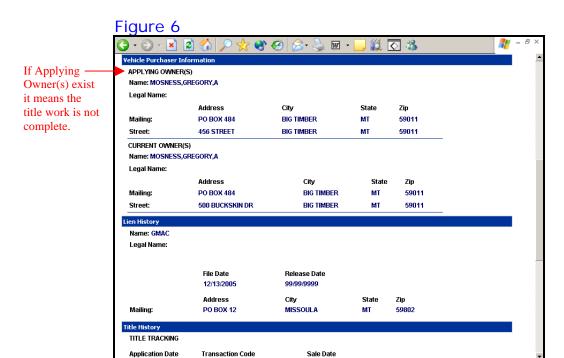
- (1) If the VIN you have entered is correct, select the "Continue" option.
- (2) If the VIN you have entered is incorrect, select the "Enter New VIN" option then repeat the two previous steps (c and d.)
- e) The next page to display is the *Vehicle Record* page as shown in Figures 5 through Figure 7.
- f) To print the vehicle record, select the "Print Vehicle Record" option as shown in Figure 5. Please remember that the printed record can only be used for your business purposes per the agreement you signed.



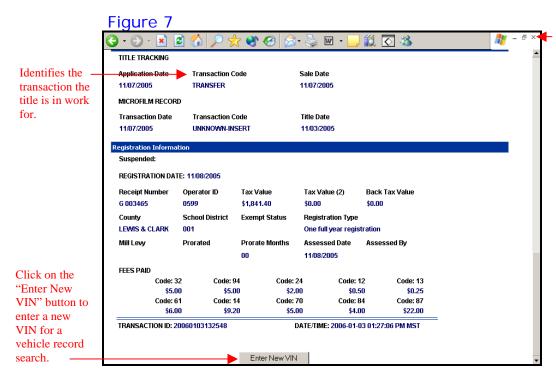


Identifies if the registration is current or expired.









Click on the "X" to exit the Vehicle Record Search service.

- g) Enter a new VIN for a vehicle record search by selecting the "Enter New VIN" option at the bottom of the vehicle record as shown in Figure 7.
- h) To exit the Vehicle Search Service, click on the "X" located at the top right hand corner of the Vehicle Record page as shown in Figure 7.

4. Registered User Account

- a) On the Main Menu page, select the "View" option under *Registered User Account* as originally shown in Figure 2.
- b) The next page to display is a logon page as shown in Figure 8.
 - (1) Enter your TRP assigned Username and Password then select the "OK" option to continue.



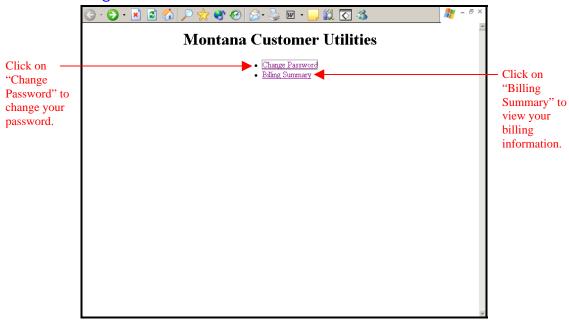
Figure 8



- c) The next page to display is the "Montana Customer Utilities" page as shown in Figure 9.
 - (1) To change your password, select the "Change Password" option. (You may want to change your password to one that you will remember).

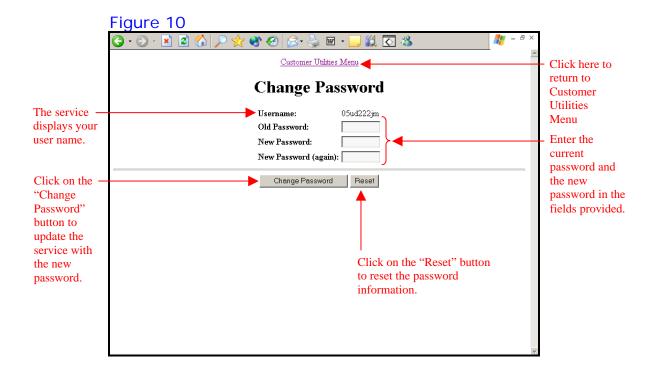


Figure 9



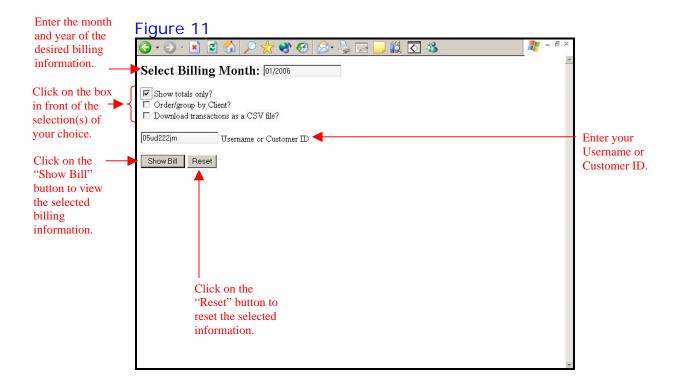
- d) The next page to display is the *Change Password* page as shown in Figure 10.
 - (1) Enter your current password and the new password in the appropriate fields.
 - (2) Select the "Change Password" option to update the service with your new password.





- e) To view your billing summary, select the "Billing Summary" option as originally shown in Figure 9.
- f) The next page to display is the *Billing Summary* page shown in Figure 11.
 - (1) Enter the billing month and year you wish to view.
 - (2) Select the desired transaction from the list of choices provided. You may select any combination of the boxes or leave them all blank.
 - (3) Enter your Username or Customer ID.
 - (4) Select the "Show Bill" option to view your billing information, or select the "Reset" option to reset your search criteria.





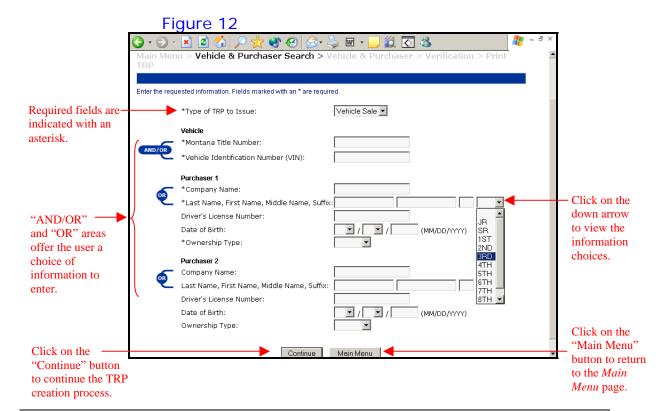
5. Create a TRP

- a) To start the TRP creation process, select the "Create" option on the *Main Menu* page as originally shown in Figure 2.
- b) The next page to display is the *Vehicle & Purchaser Search* page shown in Figure 12.
 - (1) Features of the TRP service pages:
 - (a) Asterisk Required information is indicated by an asterisk (*). All required fields must be completed before the service will allow you to continue with the creation process.
 - (b) *Drop-down Lists -* Some fields provide a drop-down list of choices



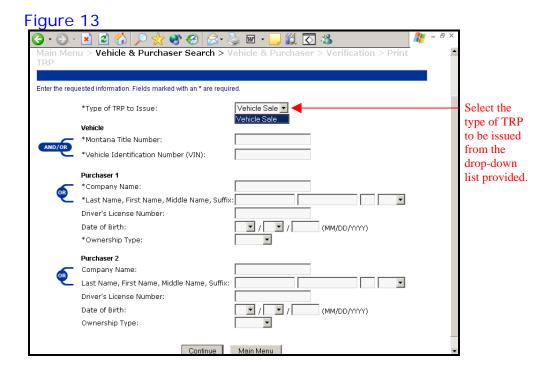
indicated by a down arrow. Simply move your mouse down the list until the desired information is highlighted, then left click your mouse. The information you have chosen should appear in the box.

- (c) "AND/OR" and "OR" Areas with "AND/OR" and "OR" offers the user a logic choice of information to enter.
- (d) "Continue" Option Upon entering all of the vehicle and purchaser information, you may choose to continue on with the creation process by clicking the "Continue" button.
- (e) "Main Menu" The user may cancel the process and return to the Main Menu page by clicking on the "Main Menu" button.





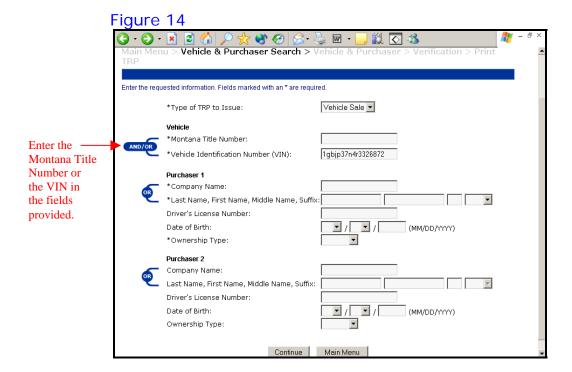
- c) Select the type of TRP to be issued from the dropdown list of choices provided shown in Figure 13.
 - (1) Only *Vehicle Sale* is available at this point. In the future other options will be available.



- d) Enter the Montana Title Number and/or the VIN of the vehicle as shown in Figure 14.
 - (1) If the vehicle has been previously titled in Montana and you have that title number, you may enter it in the "Montana Title Number" field. You do not have to enter the VIN but are welcome to if you know that information as well.
 - (2) If you do not have the title number or the vehicle has never been titled in Montana, you can enter the Vehicle Identification Number (VIN). You must enter either the title number

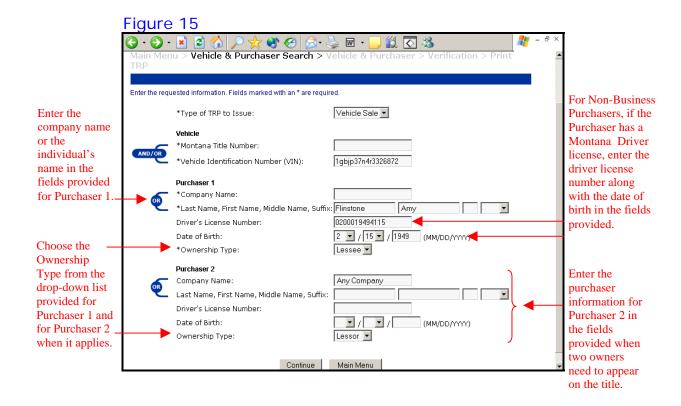


or the VIN for the vehicle, but you do not have to enter both numbers to proceed with the process.



- e) Enter the purchaser's information the way it is to appear on the title in the fields provided. If the purchaser does not have a suffix or middle name, those fields can be left blank. At least one purchaser is required as shown in Figure 15.
 - (1) If the purchaser wants the vehicle titled in two names, use both the "Purchaser 1" and "Purchaser 2" fields to enter the names.
 - (2) If either of the purchasers are a business, enter the business name in the "Company Name" field.





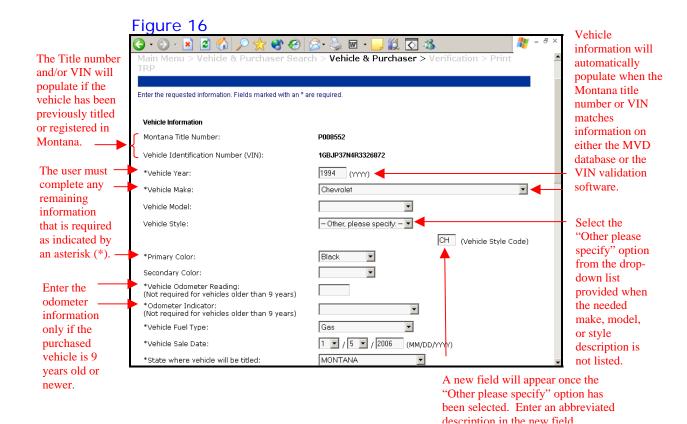
- f) Enter the Montana issued driver license number in the "Driver License Number" field if the purchaser is not a business and has a Montana driver license as shown in Figure 15.
 - (1) If the purchaser is licensed in another state or is a business, do not enter the driver license number.
 - (2) If the purchaser(s) is a current Montana driver the legal name and address will automatically be populated on the next page with the driver information that is maintained on the motor vehicle database for that purchaser.
 - (a) MVD is moving in the direction of titling vehicles in the purchaser's legal



name as it appears on the face of their driver license.

- g) Enter the date of birth of the purchaser in the "Date of Birth" field provided when a driver license number has been entered as shown in Figure 15.
- h) Enter the ownership type by selecting from the drop-down list of choices provided as shown in Figure 15.
 - (1) If the purchase is not a lease situation, select the "None" choice from the dropdown list provided.
 - (2) If the purchase is a lease situation, the Lessee information must be entered in either the Purchaser 1 or Purchaser 2 sections. The "Ownership Type" would be marked as *Lessee*. In the other purchaser name field, the Lessor would be entered and the ownership marked as *Lessor*.
- i) Select the "Continue" option to proceed with the TRP creation process.
 - (1) To stop the TRP creation process and return to the *Main Menu Page*, select the "Main Menu" option.
- j) The next page to display is the *Vehicle and Purchaser* page shown in Figures 16 through Figure 18.
 - (1) If the Montana Title Number or VIN entered on the previous page matches information on either the MVD database or the VIN validation software, the associated information will automatically populate certain vehicle information fields on this screen shown in Figure 16.





- k) The user must verify the pre-filled information is correct and fill in any remaining information that is required for the vehicle (as noted by the asterisk next to the field descriptions).
 - (1) If the vehicle make, model or style is not listed on the drop-down list of choices provided, select the "Other Please Specify" option.

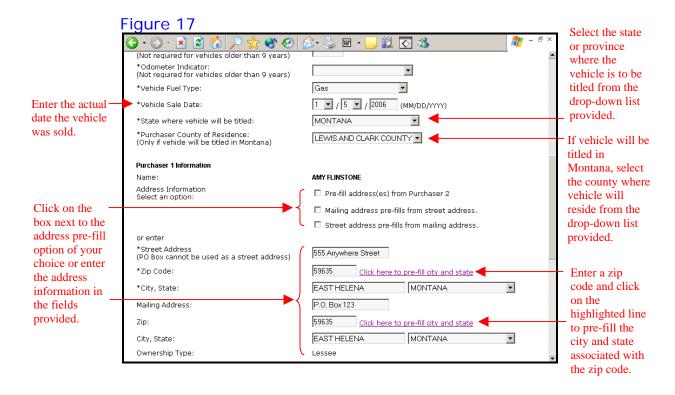
 Another field will appear that allows the user to enter an abbreviation for the vehicle make, model or style as shown in Figure 17.



I) Enter the actual date of sale in the "Vehicle Sale Date" field shown in Figure 17. (A previous date may be entered but the service will NOT allow a future date to be entered.)

*Note: The TRP expiration date is calculated from the date of issuance not the date of sale. The TRP should be issued on the date the purchaser takes possession of the vehicle.

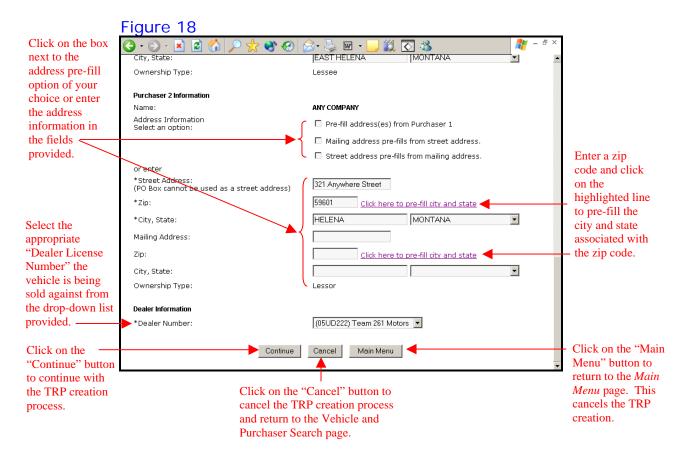
- m) In the "State where vehicle will be titled" field, select the state or province where the vehicle will be titled from the drop-down list of choices provided shown in Figure 17.
 - (1) If the vehicle is to be titled in Montana, select the county where vehicle will reside from the drop-down list of choices provided as shown in Figure 17.





- n) Enter the address information for Purchaser 1 in the appropriate fields provided as shown in Figure 17.
 - (1) The user may select one of the pre-fill option boxes or enter the information in the fields provided.
 - (2) To pre-fill the "City, State" field, enter the zip code then click on the highlighted line next to the zip code field shown in Figure 17.
- o) Enter the address information for Purchaser 2 in the appropriate fields provided as shown in Figure 18.
 - (1) The user may select one of the pre-fill option boxes or enter the information in the fields provided.
 - (2) To pre-fill the "City, State" field, enter the zip code then click on the highlighted line next to the zip code field shown in Figure 18.

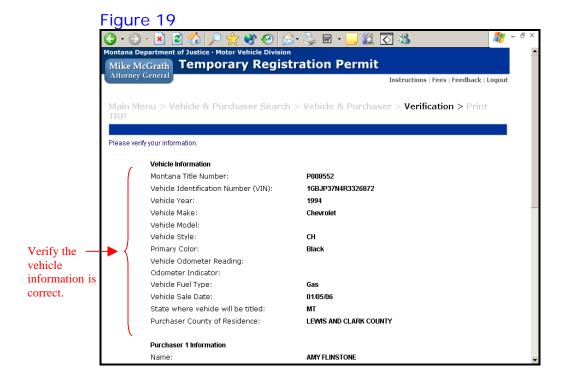




- p) In the "Dealer Number" field, select the appropriate dealership license number associated with the purchase from the drop-down list of choices provided as shown in Figure 18.
- q) To continue the TRP creation process, select the "Continue" option at the bottom of the *Vehicle and Purchaser* page as shown in Figure 18.
 - (1) To return to the *Vehicle and Purchaser Search* page, select the "Cancel" option.
 - (2) To discontinue the TRP creation process and return to the *Main Menu* Page, select the "Main Menu" option.

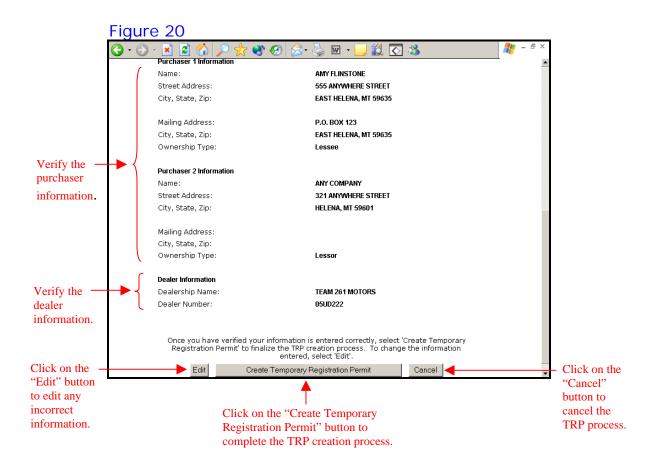


r) If you choose to continue, the next page to display is the *Verification* page shown in Figure 19 and Figure 20.



s) Verify the vehicle and purchaser information entered is correct as shown in Figure 19 and Figure 20.



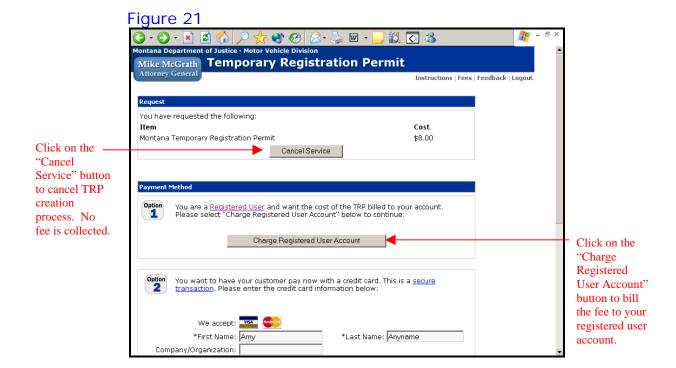


- t) Select the "Create Temporary Registration Permit" option to complete the TRP creation process as shown in Figure 20.
 - (1) If the vehicle is to be titled in Montana, no fee screen will appear. A fee of \$3.00 will be applied to the purchaser's registration fees and collected at the time of registration.
 - (2) If the vehicle is to be titled in another state or province, the next screen to display is a fee screen. A fee of \$8.00 will be required as shown in Figure 21 and Figure 22. From the fee screen if the customer decides not to continue



with the purchase, the user may select the "Cancel Service" option to cancel the TRP creation and no fee will be collected as shown in Figure 21.

- u) Select the "edit" option to edit any incorrect information and repeat steps "t" through "u" as shown in Figure 20.
- v) Select the "cancel" option to cancel the TRP creation process as shown in Figure 20.

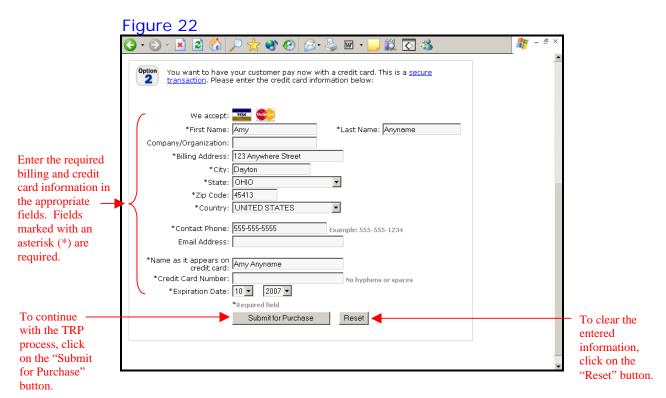


- w) To continue, choose a *Payment Method* option as shown in Figure 21.
 - (1) From the fee page, if the customer decides not to continue with the purchase, the user may select the "Cancel Service" option to



cancel the TRP creation process as shown in Figure 21. No fee will be collected.

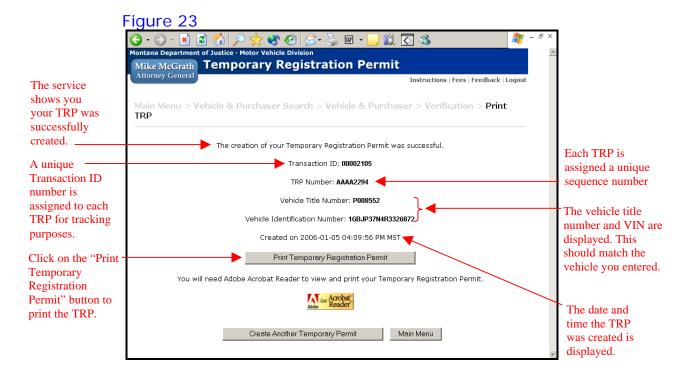
- (2) "Option 1" Click on the "Charge Registered User Account" to bill the fee to the Registered User's account rather than a credit card as shown in Figure 21.
- (3) "Option 2" Enter the billing and credit card information in the fields provided. Required information is marked by an asterisk (*) as shown in Figure 22.



- x) To continue with the TRP process, select the "Submit for Purchase" option as shown in Figure 23.
 - (1) To clear the entered information, select the "Reset" option.



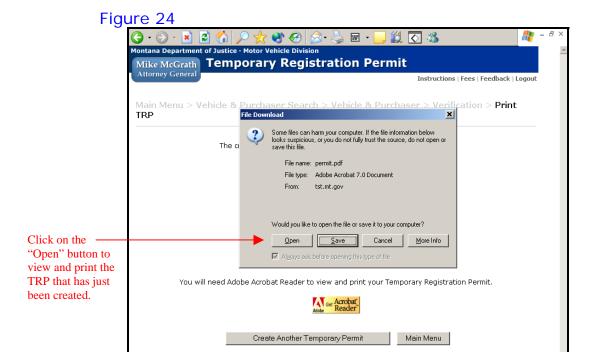
- (2) The TRP service automatically calculates the expiration date as 40 days from the date the TRP is issued.
- y) The next page to display is the *Print TRP* page shown in Figure 23. At this point the TRP is created and the information has been sent to the MVD motor vehicle system and is accessible to the counties, the TRB, and law enforcement.



- z) To continue the printing process, select the "Print Temporary Registration Permit" option as shown in Figure 23.
 - (1) This activates Adobe Reader® browser which allows you to view and print the created Temporary Registration Permit.



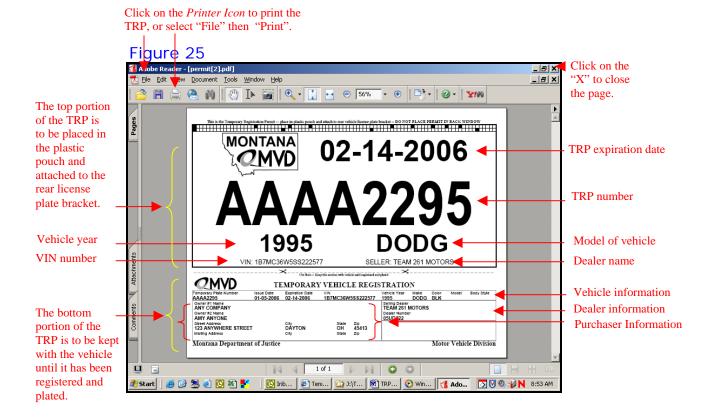
- (2) The TRP service automatically calculates the expiration date as 40 days from the date of issuance of the TRP.
- aa) The next window to display asks you if you want to open the file or save it to your computer. Select the "Open" option as shown in Figure 24.



- bb) The next page to display is the Adobe Reader® window as shown in Figure 25.
 - (1) The sample shown in Figure 25 demonstrates how the TRP will appear to the user in Adobe Reader®.
 - (2) To print the TRP, either select the *Printer Icon* or select "File" then "Print" from the Toolbar at the top of the Adobe Reader® print page.

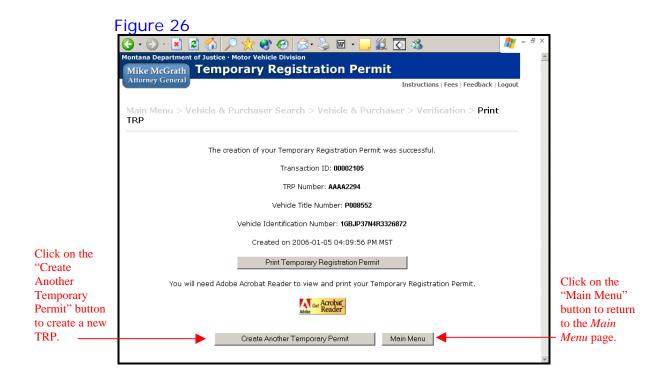


(a) The TRP will print exactly as it appears in the center of the screen as shown in Figure 25.



- (3) To exit the Adobe Reader® page, click on the "X" at the top right hand corner of the page.
 - (a) This will bring you back to the "TRP Print" page shown in Figure 26.

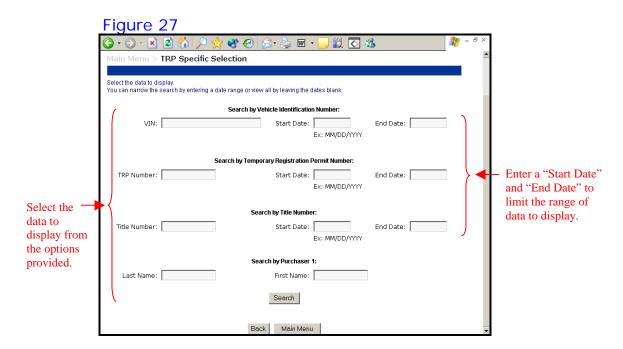




6. Reprint a TRP

- a) If the TRP is damaged during printing or during insertion into the plastic sleeve, you may reprint the TRP without voiding. From the *Main Menu* page, select the "View Specific" option as originally shown in Figure 2.
- b) The next page to display is the "TRP Specific Selection Screen" page shown in Figure 27.
- c) Select the type of search to be performed. Users can limit the search by VIN, TRP number, Title number or Purchaser 1 name. The user can choose to limit the amount of data returned by entering a date range as shown in Figure 27.

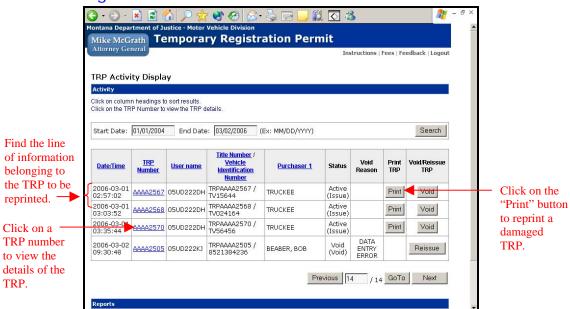




d) The next page to display is the "TRP Activity Display" page shown in Figure 28.

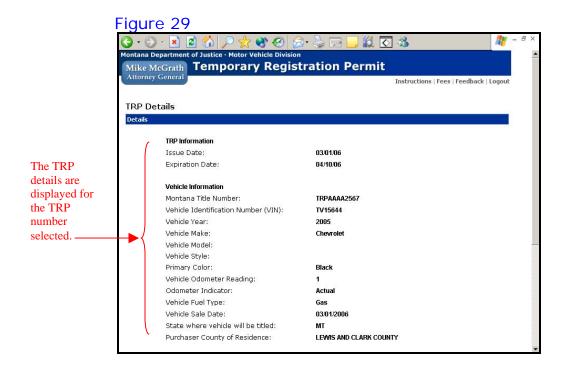


Figure 28



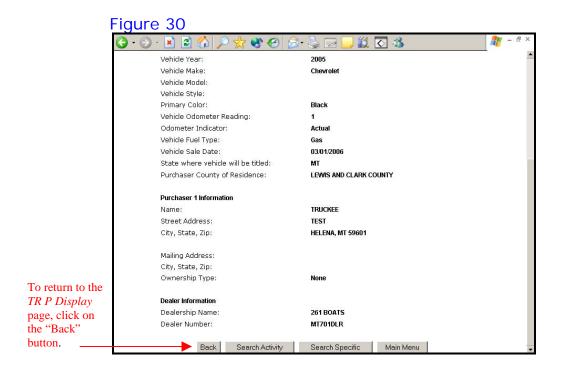
- e) Find the line of information belonging to the TRP that is to be reprinted as shown in Figure 28.
 - (1) Click on the highlighted TRP number to view the details of the TRP to ensure you have selected the correct TRP to be reprinted.
 - (2) The next page to display is the *TRP Detail* page as shown in Figure 29 and Figure 30.





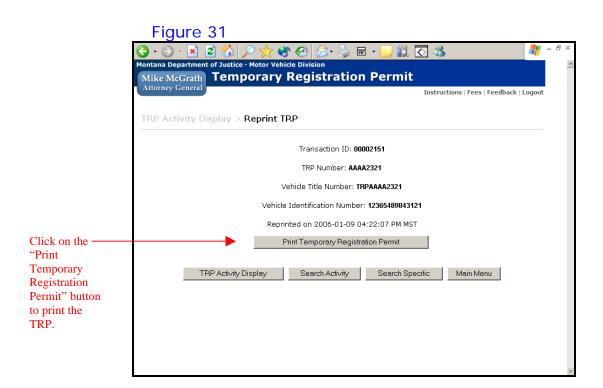
(3) To return to the *TRP Display* page, select the "Back" option on the *TRP Detail* page as shown in Figure 30.





- f) To start the TRP reprint process, select the "Print" option as originally shown in Figure 28.
- g) The next page to display is the *Reprint TRP* page shown in Figure 31.
- h) To complete the TRP reprint process, select the "Print Temporary Registration Permit" button.





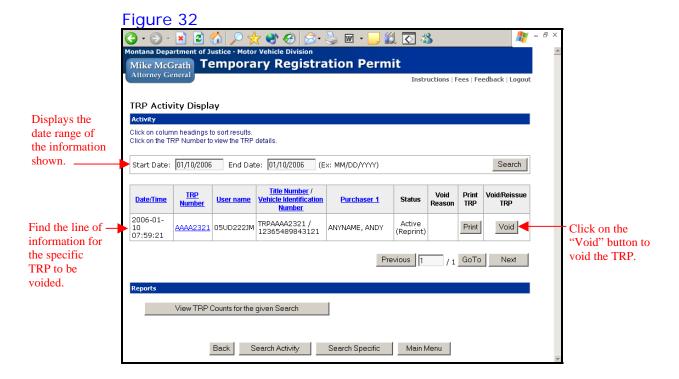
- i) The next page to display is the Adobe Reader® window as originally shown in Figure 25.
 - (1) The reprinted TRP will appear as it was originally created, displaying the original TRP number, issue date, and expiration date.

7. Void a TRP

- a) From the *Main Menu* screen select the "View Specific" option to begin the search for the TRP to be voided as originally shown in Figure 2.
 - (1) Follow the steps for the "View Specific" process as originally shown in Figure 27.



- b) The next page to display is the "TRP Activity Display" page as shown in Figure 32.
 - (1) Find the line of information for the TRP to be voided.
 - (2) Select the "Void" option as shown in Figure 32.



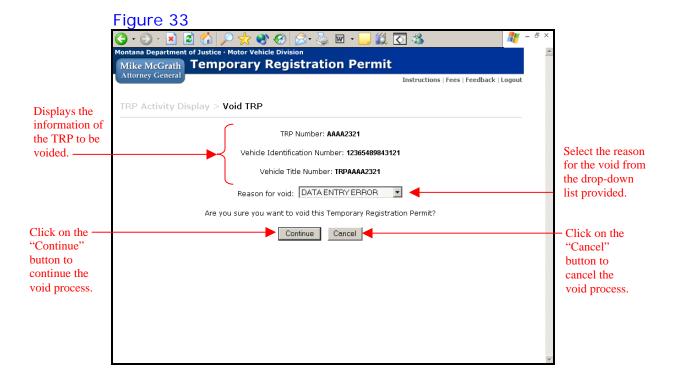
- c) The next page to display is the *Void TRP* page as shown in Figure 33.
- d) Select the reason for voiding the TRP from the drop down menu provided as shown in Figure 33.
 - (1) If the TRP has not expired and the title and registration process has not been started, the initial TRP can be voided for one of the following reasons:



- (a) Damaged The TRP was damaged or destroyed after the initial TRP was placed on the vehicle. The TRP may be reissued.
- (b) Lost the purchaser lost The TRP. The TRP may be reissued.
- (c) *Stolen* The TRP was stolen from the purchaser. The TRP may be reissued.
- (d) Data Entry Error The user mistyped information or needs to adjust the number of purchasers on the TRP. The TRP may be reissued with the correct information.
- (e) Title/VIN Mismatch The user entered the title and VIN when creating the TRP and the system detects that the title was for one vehicle and the VIN was for another. The TRP must be reissued with the correct information.
- (f) Cancellation of Sale The Purchaser no longer wants the vehicle. The TRP is cancelled from the system and the vehicle may be sold to another purchaser using the create TRP option.
- (g) Wrong Vehicle –The VIN does not match the vehicle the TRP was to be issued to. The TRP is cancelled and the create TRP option can be used to issue the TRP to the correct vehicle.
- (2) If the TRP has expired and the title and registration process has not been started, the TRP can be voided for the following reason:
 - (a) TRP Never Completed The title and registration process was never completed for the TRP and the next sale needs to take place. The TRP is cancelled

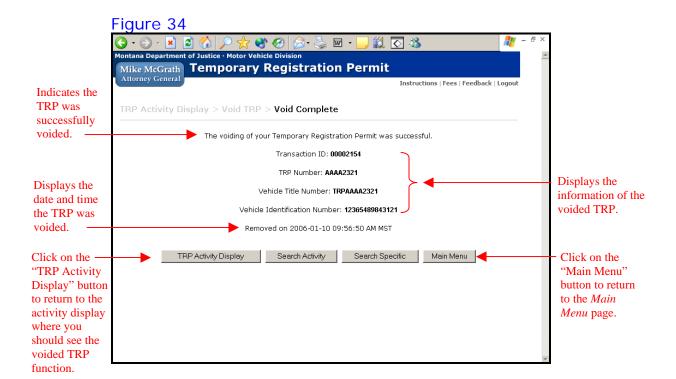


- and the vehicle may be sold to another purchaser using the create TRP option.
- (b) Cancellation of Sale The Purchaser no longer wants the vehicle. The TRP is cancelled from the system and the vehicle may be sold to another purchaser using the create TRP option.
- (c) Wrong Vehicle The VIN does not match the vehicle the TRP was to be issued to. The TRP is cancelled and the create TRP option can be used to issue the TRP to the correct vehicle.





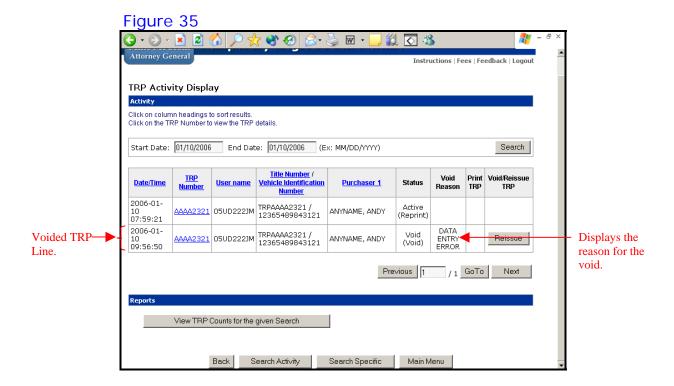
- e) Select the "Continue" option on the bottom of the screen to complete the void process as shown in Figure 33.
- f) Select the "Cancel" option on the bottom of the screen to cancel the void process as shown in Figure 33.
- g) The next page to display will be the *Void Complete* page shown in Figure 34.



- h) Select the "TRP Activity Display" option to return to the *Activity Display* page where you should see the voided TRP function as shown in Figure 35. Keep in mind that TRP voided with the following reason will not display the "Reissue" button:
 - (1) Cancellation of sale
 - (2) Wrong vehicle



(3) TRP never completed



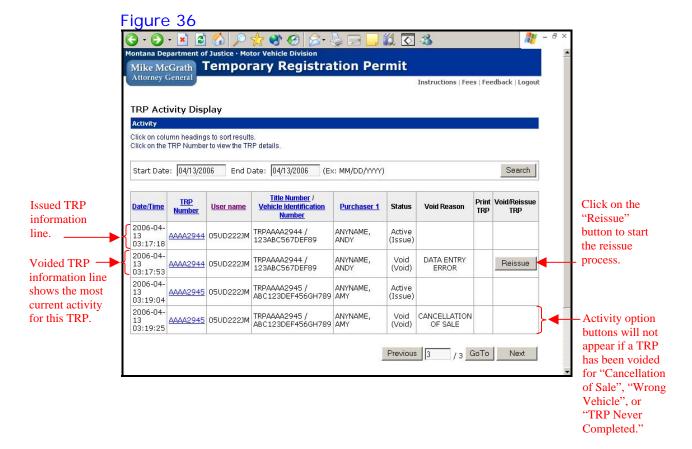
8. Reissue a TRP

- a) From the *Main Menu* page select the "View Specific" option as originally shown in Figure 2.
- b) The next page to display is the *TRP Activity Display* page as shown in Figure 36.
 - (1) Find the line of information for the TRP to be reissued.
 - (a) The most current activity for a TRP will be the last line of information displayed for that TRP. In most cases, activity option buttons will appear on this line. The exception will be if a TRP was voided for "Cancellation of Sale," "Wrong Vehicle", or "TRP Never Completed" as



shown in Figure 37. In these situations the create process must be used.

c) Select the "Reissue" button to start the reissue process as shown in Figure 36.

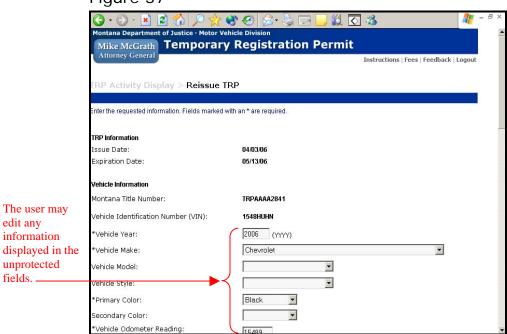


d) The next page to display is the *Reissue TRP* screen as shown in Figures 37 through Figure 40.



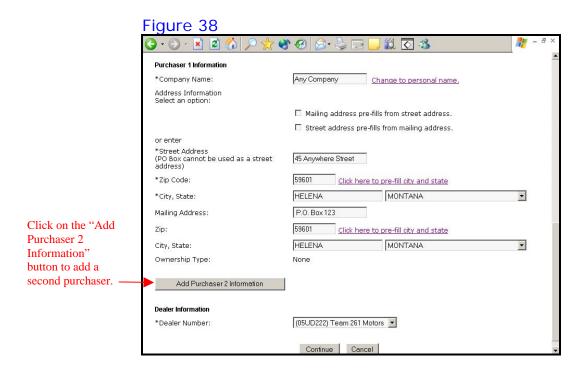
e) The user may edit any incorrect vehicle and purchaser information that is displayed in unprotected fields as indicated in Figure 37.

Figure 37



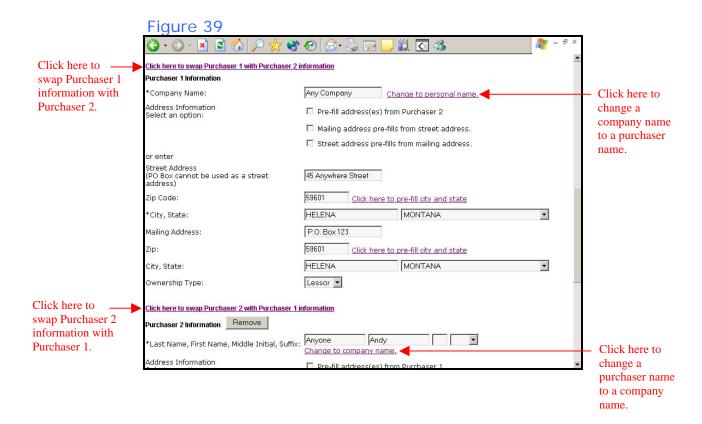
f) A second purchaser may be added by selecting the "Add Purchaser 2 Information" as shown in Figure 38.





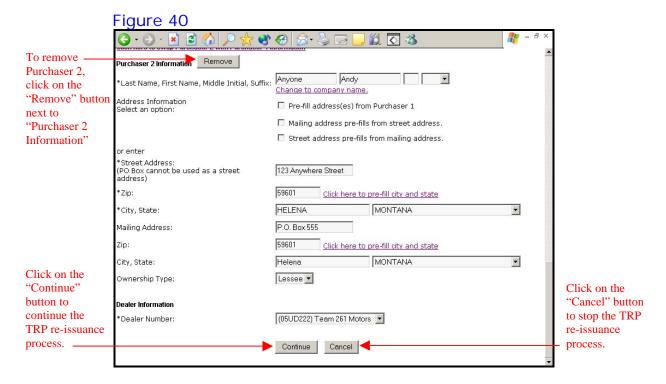
- g) Purchaser 1 information can be swapped with Purchaser 2 information by selecting the "Click here to swap Purchaser 1 with Purchaser 2 information " as shown in Figure 39.
- h) Purchaser 2 information can be swapped with Purchaser 1 information by selecting the "Click here to swap Purchaser 2 with Purchaser1 information" as shown in Figure 39.
- i) Change the purchaser name from a purchaser to a company name, or from a company name to a purchaser name by clicking on the "Change to personal name" or "Change to a company name" links as shown in Figure 39.





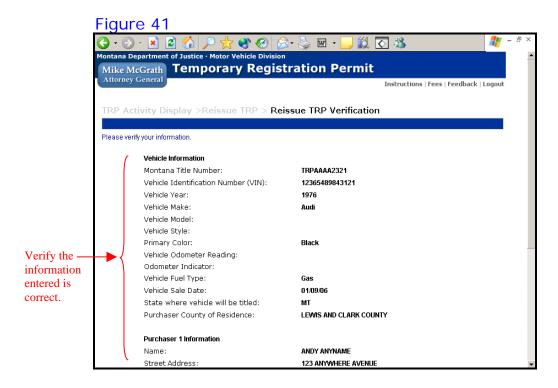
j) A second purchaser may be removed by selecting the "Remove Purchaser 2 information as shown in Figure 40.





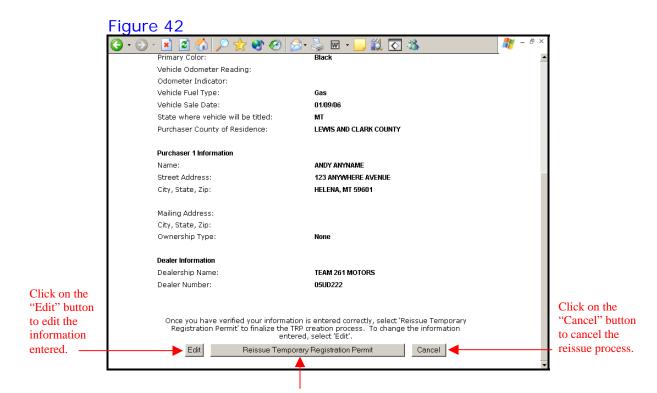
- k) Select the "Continue" option to proceed with the re-issuance process as shown in Figure 40.
- I) The next page to display is the *Reissue TRP Verification* page as shown in Figure 41 and Figure 42.
- m) Verify the information entered is correct.





- n) Select the "Reissue Temporary Registration Permit" option to continue with the reissue process as shown in Figure 42.
- o) Select the "Edit" option to edit any incorrect information entered.
- p) Select the "Cancel" option to cancel the reissue transaction.





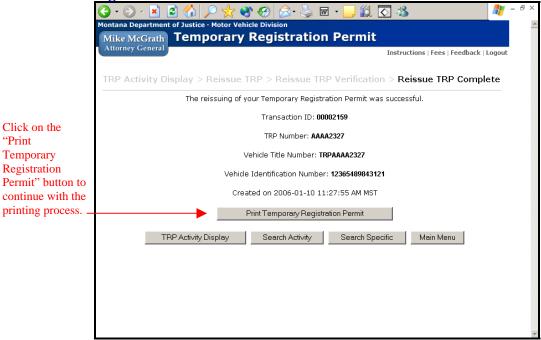
Click on the "Reissue Temporary Registration Permit" button to continue with the reissue process.

q) The next page to display is the *Reissue TRP Complete* page shown in Figure 43.



"Print

Figure 43



- r) Select the "Print Temporary Registration Permit" option to continue with the printing process as shown in Figure 43.
- s) The next page to display is the Adobe Reader® window as originally shown in Figure 25.
 - (1) The expiration date remains the same.
 - (2) A new TRP number is assigned.

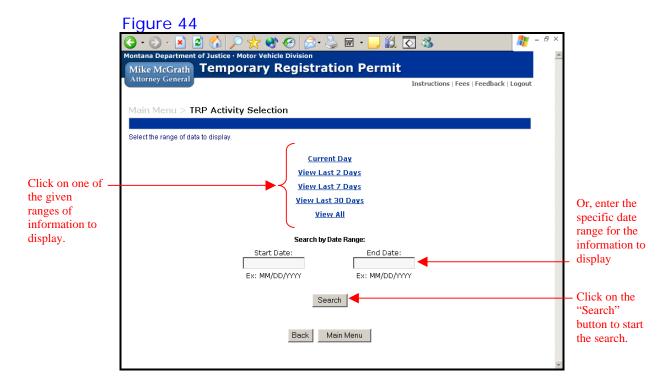
9. View TRP Activity Reports

a) Registered users will be able to view the history of activity relating to a TRP. The history shows specific information about the TRP such as the associated vehicle, the purchaser of the vehicle, the type of action taken on the TRP, who took the action, and the date and time the action was taken. Reports are



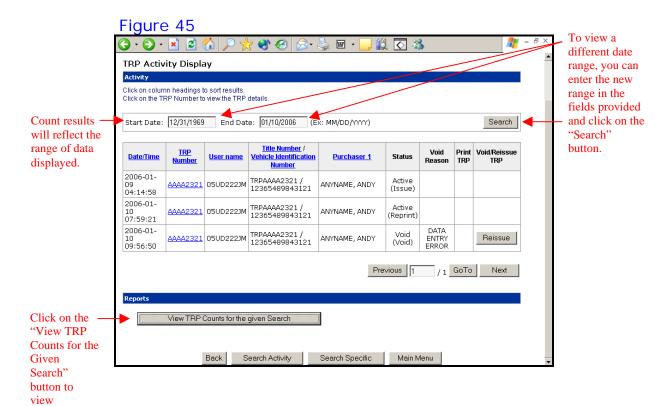
available showing the number of TRPs issued, voided, reissued, printed, reprinted and the number of VIN searches performed within a given date range search. Users can only view the activity for their dealership.

- b) To access the activity history, select the "View Activity" option from the *Main Menu* page as originally shown in Figure 2.
- c) Upon selection of the "View Activity" option, the next page to display is the *TRP Activity Selection* page as shown in Figure 44.
- d) Select the date range option of your choice as shown in Figure 44.
 - (1) You may choose to enter a specific start and end date for the search. Once the dates are entered, select the "Search" option as shown in Figure 44.





e) The next page to display is the *TRP Activity Display* page as shown in Figure 45.



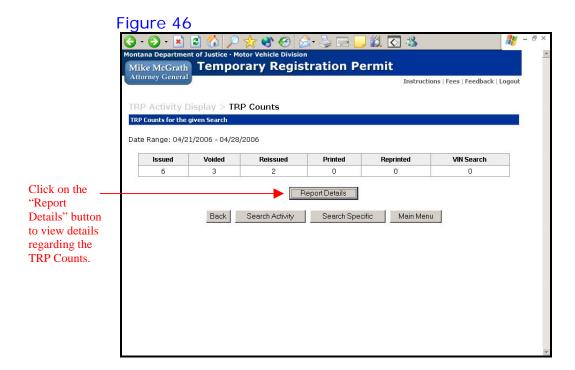
- (1) In the "Status" column, a status will display after each activity has been completed for a given TRP.
 - (a) Active Displays when the TRP is active either due to issuance, reprinting or reissuing.
 - (b) Void Displays after the TRP has been voided for a void reason.
 - (c) VoidX Displays when the TRP is voided after the TRP expired for a void reason.
 - (d) Complete Displays when the title and registration process has been completed.



- (e) Expired Displays when the expiration date of the TRP has been reached and the Purchaser has not completed the title and registration process with the MVD.
- (2) Under the status area in parenthesis is the action that was performed which gave the TRP the current status.
 - (a) (Issue) Displays when the action for the TRP was the create.
 - (b) (Void)— Displays when the TRP has been voided.
 - (c) (Reissue) Displays when the TRP has been reissued .
 - (d) (Reprint) Displays when the TRP has been reprinted.
 - (e) (Admin Void) Displays when the TRP has been voided by the TRB
- f) You can scroll through the activity using the "Previous", "Next", and "Go To" buttons as shown in Figure 45. "Previous" and "Next" display a page at a time. "Go To" will display the page that the user enters.
- g) You can view the TRP count by selecting the "View TRP Counts for the Given Search" option as shown in Figure 45.
- h) The next page to display is the *TRP Counts* page as shown in Figure 46.
 - (1) On this page the user can view the total number of TRPs that have been issued, voided, reissued, printed, reprinted and how many VIN searches were preformed within the selected date range.



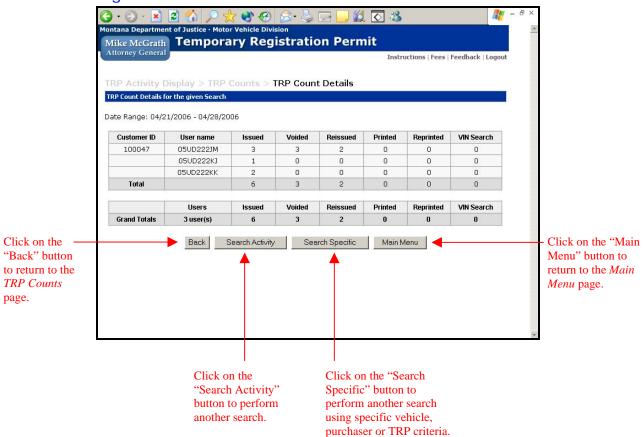
 i) To view further details regarding the TRP counts, select the "Report Details" option as shown in Figure 46.



- j) The next page to display is the *TRP Count Details* page shown in Figure 47.
 - (1) On this page the user can view the TRP count details by user name.
- k) To exit the TRP Count Details page, choose one of the options at the bottom of the page as shown in Figure 47.



Figure 47





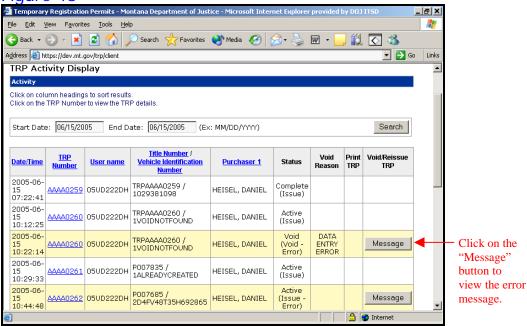
B. Exception Processing

1. Offline Mode

- a) In rare instances the MVD system may not be available to directly communicate with the TRP service resulting in the need to process TRPs using the TRP service in "offline mode". In this mode, areas that would normally be pre-filled in the TRP service will be empty because the TRP service is unable to send or receive vehicle or driver license information. In addition, users will not be able to verify the current status of the vehicle, or determine if a vehicle has been surrendered or junked.
- b) When the MVD system is "Offline", the user may continue to process the TRP. When the connection returns the TRP service will try to load the information onto the MVD system.
 - (1) If an error occurs during the load, the TRP information line on the *TRP Activity Display* screen will be highlighted yellow as shown in Figure 48.

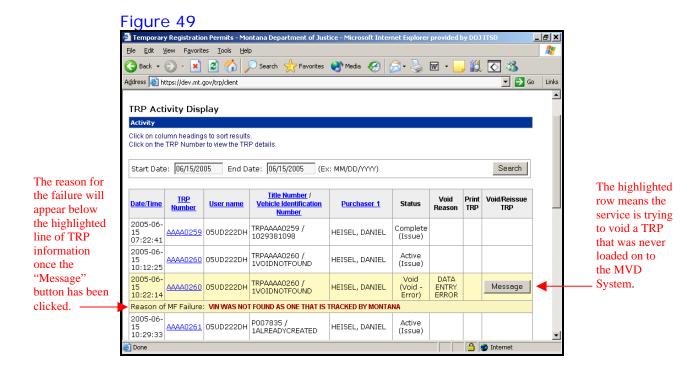


Figure 48



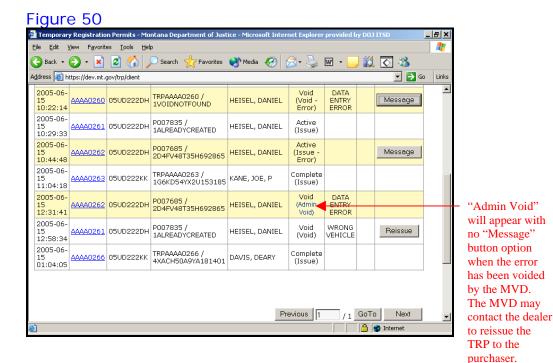
- c) The "Message" button on the highlighted TRP information line can be clicked to view the error as shown in Figure 49.
- d) The dealership should fix the error if they are able to then send the new TRP to the Purchaser.





- e) If the MVD can fix the error without affecting the paperwork or the transaction, they will do so and an "Admin Void" message will appear on the highlighted TRP information line as shown in Figure 50.
 - (1) At that point, MVD may reissue the TRP or they may contact the issuing dealer requesting they reissue the TRP to the purchaser.





2. Warning and Error Messages

- a) When processing a TRP function, the user may encounter a "WARNING" or an "ERROR" message.
 - (1) "WARNING" messages indicate to the user that they should either re-verify the information they are entering for the vehicle, supply missing information, or it may indicate the status of the vehicle they are processing. A warning message will not stop a user from completing the TRP process they have started as shown in Figure 51.



Figure 51 🔾 · 🕞 · 🗷 🙎 🚮 🔑 桧 🜒 🚱 🙈 😓 📴 Montana Department of Justice · Motor Vehicle Division Mike McGrath Temporary Registration Permit Instructions | Fees | Feedback | Logoul Main Menu > Vehicle & Purchaser Search > Vehicle & Purchaser > Verification > Print A "WARNING" WARNING: VIN WOULD NOT VALIDATE PLEASE CHECK NUMBER ENTERED message will not Enter the requested information. Fields marked with an * are required. stop a user from Vehicle Information completing the Montana Title Number: TRP process they TESTAGNFWPDECAL have started. *Vehicle Identification Number (VIN): *Vehicle Year: (YYYY) *Vehicle Make: -Vehicle Model: ¥ ¥ Vehicle Style: *Primary Color: Secondary Color: *Vehicle Odometer Reading: (Not required for vehicles older than 9 years)

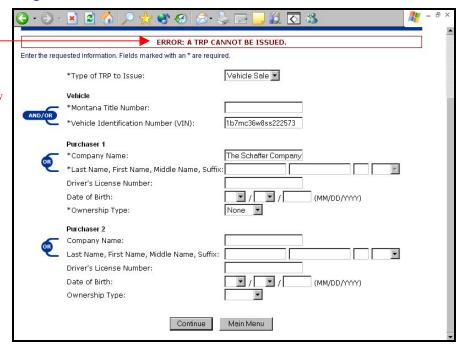
53.

- (2) "ERROR" messages indicate to the user there is a current action on the TRP or vehicle they are trying to process or required information has not been entered. Error messages will stop the user from completing the TRP process as shown in Figure 52 and Figure
 - (a) Error messages displayed in all uppercase letters (Figure 52) indicate that the error is related to vehicle and purchaser data. In these cases the user might need to contact the Title and Registration Bureau (TRB).



Figure 52

An "ERROR" — message will stop a user from completing the TRP process they have started.



- (3) Error messages displayed in lower case letters (Figure 53) indicate the error is related to missing information in the required fields during TRP processing.
- (4) An exclamation mark (!) will appear next to the required field that must be completed before the service will allow you to continue.



Figure 53 Main Menu > Vehicle & Purchaser Search > Vehicle & Purchaser > Verification > Print Error messages in Primary Color is empty. lower case letters Enter the requested information. Fields marked with an * are required. indicate missing information in the Vehicle Information required fields. Montana Title Number: Vehicle Identification Number (VIN): 1B3XC56R6ND858843 1992 (ΥΥΥΥ) *Vehicle Year: *Vehicle Make: Dodge -Vehicle Model: \mathbf{v} ¥ Vehicle Style: An exclamation • *Primary Color: mark (!) will -Secondary Color: appear next to the *Vehicle Odometer Reading: (Not required for vehicles older than 9 years) required field that must be *Odometer Indicator: (Not required for vehicles older than 9 • completed.



C. Contacts

- 1. For problems accessing the TRP service or how the pages are operating:
 - a) TRP Service mt.gov Within Helena 449-3468 Outside of Helena (866) 449-3468
- 2. For vehicle or purchaser data problems:
 - a) Title and Registration Bureau'sDealer Help Desk (800) 877-7409
- 3. To order TRP sleeves:
 - a) Marilyn J. Olsen- molsen@mtada.com (406) 442-1233
 - b) Jim Robinson <u>jrmtiada@midrivers.com</u> (406) 874-2207 or Fax: (406) 874-2253



D. Glossary of Terms

Authorized User	People who have registered with mt.gov and are approved to use the TRP service.
Browser	Browsers are a client software program used for searching and viewing various kinds of Internet resources such as information on our web site.
Desktop	A display on a computer screen comprising background and icons representing equipment, programs, and files
Icon	A small picture that represents an object or program.
Logon	Logon, User Name, Customer ID – all are used interchangeably in the document.
MVD	Montana Motor Vehicle Division
Offline	The MVD's computer system is unavailable to receive information from the TRP service.
Populate	Fields are filled with required information. Pre-populated fields mean they are automatically filled with data by the application – without human intervention.
TRB	Title and Registration Bureau of the Motor Vehicle Division of the Montana Department of Justice
TRP	Temporary Registration Permit is used to operate a vehicle until a plate can be issued.
URL	Universal Resource Locator or less formally called a Web address
User	For the purposes of this manual, user is anyone that has authority to use the TRP service.
VIN	Vehicle Identification Number